Fisheries and Oceans Canada | Pêches et Océans Canada

Canadian Coast Guard | Garde côtière canadienne

Canadian Coast Guard

Levels of Service and Service Standards

June 2007

Canada

Published by:

Communications Branch
Fisheries and Oceans Canada
Ottawa, Ontario
K1A 0E6

DFO/ /2007-1330

©Her Majesty the Queen in Right of Canada 2007
Cat. No. Fs154-9/2007E
ISBN 978-0-662-46457-0

Ce document est également disponible en français sous le titre Niveaux de service et Normes de service – juin 2007

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Introduction

The Canadian Coast Guard (CCG) is a national Special Operating Agency (SOA) of Fisheries and Oceans Canada that provides essential marine safety and environmental protection services directly to Canadians. The CCG also provides the marine support needed by other sectors of the Fisheries and Oceans Canada and other federal government departments for the protection of the marine and aquatic environment, public safety and security on the water, marine science and fisheries resource management and to meet other Government of Canada maritime objectives.

The CCG delivers its services through the management of Canada's civilian fleet, a broadly distributed shore infrastructure, marine expertise, and in collaboration with public and private partners. As a national institution, the CCG strives to meet the expectations of a broad and varied client base including the general public, commercial shippers, ferry operators, fishers, recreational boaters, and coastal communities.

The services provided by the CCG can be grouped under six major programs, namely Aids to Navigation, Waterways Management, Environmental Response, Icebreaking, Marine Communications and Traffic Services, and Search and Rescue.

Established levels of service for the CCG's programs are key to efficient planning and delivery. They are a cornerstone of the CCG's business, alongside operational readiness and capacity.

Levels of service provide Coast Guard clients with a clear understanding of the services to be expected and they also contribute to ensuring that the CCG's services are delivered in a nationally consistent, integrated, predictable, measurable and equitable fashion over time.

The CCG is working to ensure that its levels of service are reviewed and updated regularly using a structured approach that relies on close collaboration with clients.

This document provides a brief description of the objectives – or results – that each of the CCG's programs aims to achieve. The document then identifies the different services that each program is responsible to deliver. Levels of service have been clearly established for all of these services.

Levels of service are statements describing the services clients should expect from the CCG, including such information as the purpose of the services, the seasonal duration and the areas where the services will be provided. Service standards, which provide the benchmark that the CCG commits to achieve in delivering its services, are included in this document where available. The CCG is currently reviewing its service standards.

With this document, the CCG is reissuing Levels of Service guidelines which were previously distributed in 2004. The document has been modified from the 2004 version to make it more readable. Unless otherwise specified, actual Levels of Service have not been changed. The publication of the Levels of Service document is a first step in fulfilling a key commitment in the 2007-2010 CCG Business Plan.

Disclaimer

This document is not binding upon the CCG and does not constitute any kind of warranty or guarantee. The level of service statements are for planning purposes and serve as an indication of response levels and are not to be used for any other purposes. The failure by the CCG to meet any or all of these objectives does not constitute, in whole or in part, negligence on the part of CCG. The CCG will not be liable for any damages that may result from its failure to meet any of the objectives described in this document.

AIDS TO NAVIGATION

Description:

- The Aids to Navigation program involves the provision of short-range marine aids numbering over 17,000, including visual aids (fixed aids, lighthouses and buoys), aural aids (fog horns), radar aids (reflectors and beacons) and long-range marine aids, including electronic aids such as the Differential Global Positioning System (DGPS)

- The benefit to mariners is safe, accessible and effective vessel transit in Canadian waters

Objective:

- To facilitate safe and expeditious movement of maritime traffic

Services:

- Provision of visual and aural aids to navigation such as fixed aids, lighthouses, buoys and fog horns

- Provision of electronic positioning systems such as the LORAN-C and the Differential Global Positioning System

- Provision of navigation safety information

Program: Aids to navigation	
Service: Provision of visual and aural aids to navigation such as fixed aids, lighthouses, buoys and fog horns	
Level of Service	**Service Standard**
An aids to navigation system is provided where the volume of traffic justifies and the degree of risk requires aids (as per program directives and procedures manual) under the following conditions: • To guide mariners to and from harbours operated under Port Authorities or the CCG • To facilities supported by federal funds • In areas of adequate charts (CHS Charts) in conjunction with other marine services as part of an agreement made by the CCG • To allow re-supply of isolated communities that are dependent upon marine transportation, even where there is a lack of adequate charting • In harbours that predominantly serve commercial fishers • To mark indicated routes, channels and tracks noted on CHS charts Short-Range Marine Aids will **not** be provided: • In waters for which agreements have been signed by the CCG delegating this responsibility to other authorities (e.g. Rideau, Trent-Severn) • In waters where there is a lack of adequate charting that restricts the safe use to those with local knowledge	• Visual aids are designed, where feasible, to be visible at least 75% of the time during the worst month of the year. This is calculated based on long-term weather observations from the Meteorological Service of Canada – Environment Canada • Landfall and aural aids are not provided for commercial vessels • Aural aids may be provided when the design availability target of 75% cannot be achieved by visual means alone, for uncertified commercial vessels only • Radar aids may be provided when the design availability target of 75% cannot be achieved by visual means alone, for certified commercial vessels only • The overall target level for operational reliability for the short-range aids to navigation system is 99%, calculated over a three-year period. The absolute minimum level of reliability for any individual aid to navigation is 95%

• In waters where adequate depth of water is not available for common use • In waters where the aid(s) cannot be maintained to targeted reliability levels • Exclusively for purposes other than navigation • To mark obstructions outside marked channels and away from charted routes and tracks. However, isolated dangers in waters which are known by adequate charting to be otherwise safe and which are regularly frequented by an appreciable number of users may be marked. • For other than public use and, thus, exclusively for the benefit of single or a small number of users, or to mark access to private or municipal facilities.	

Program: Aids to navigation	
Service: Provision of electronic positioning systems such as the LORAN-C and the Differential Global Positioning System (DGPS)	
Level of Service	**Service Standard**
• The CCG provides LORAN-C station coverage on coastal areas in the east and west • The CCG provides DGPS broadcast station coverage in Canadian coastal areas south of 60° N., major Canadian waterways, Vessel Traffic Services (VTS) zones and ports	• LORAN-C provides an accuracy of 460 metres • The availability objectives for LORAN-C are 99.9% for the stations and 99.7% for the chains • Multiple DGPS broadcast station coverage is provided in restricted high traffic waterways and harbour approaches which are designated VTS zones with radar coverage • The position accuracy of the DGPS service will be 10 metres or better (95% of the time), in all specified coverage areas for suitable user equipment • Signal availability of at least 99% should exist in areas of single Canadian DGPS broadcast station coverage. Signal availability of at least 99.8% should exist in areas of multiple broadcast station coverage • The probability that the DGPS broadcast is providing healthy DGPS corrections at specified power when a user selects it, will be at least 99.8% of the time • Warning within 10 seconds to users with suitably equipped receivers • When the system is available, the service continuity should be greater than or equal to 99.97% over 3 hours. (Note that this particular standard cannot be monitored at this moment. It also needs to be confirmed)

Program: Aids to navigation	
Service: Provision of navigation safety information	
Level of Service	**Service Standard**

• Provision of Notice to Mariners Publications:
 	
  • Monthly Notices to Mariners
  • List of Lights, Buoys & Fog Signals
  • Annual Edition Notice to Mariners
	• The East & West editions of the Notices to Mariners are produced on a monthly basis
	
	• CCG also issues an annual Edition of the Notices to Mariners and the summary of Temporary and Preliminary Notices
	
	• CCG provides an electronic version for all the Notice to Mariners Publications (www.notmar.gc.ca)
	
	• The four list of lights, buoys & fog signals publications are published on a regular basis

WATERWAYS MANAGEMENT

Description:

- The Waterways Management program provides channel management to ensure accessibility of waterways and to contribute to their safe use
- Through this program, CCG provides guidelines for the safe design and use of channels, manages channel maintenance and dredging of the Great Lakes connecting channels and the St. Lawrence River (on a cost recovery basis), monitors channel bathymetry, and participates in the control of water level fluctuations in the St. Lawrence River
- The program also enables CCG to provide marine safety information to users, including information on channel bottom condition and water depth forecasts
- Waterways Management sustains navigable channels, reduces marine navigation risks and supports environmental protection

Objectives:

- To ensure accessibility of main commercial shipping channels and to contribute to their safe use
- To meet the requirements of commercial navigation in international hydraulically regulated channels of the St. Lawrence River

Services:

- Maintenance and management of main commercial shipping channels
- Provision of water level forecasts

Program: Waterways management	
Service: Maintenance and management of main commercial shipping channels	
Level of Service	**Service Standard**
• Development of guidelines for the design, use and maintenance of main commercial shipping channels	• Guidelines for the design, use and maintenance of main commercial shipping channels are updated approximately every five years as required by technological advancements in ship navigation and aids to navigation, as well as evolution of ship designs, usage patterns and public concerns • The guidelines are published on the CCG Internet site within one week of revision or update
• Surveying of main commercial shipping channel bottoms	• Main commercial shipping channel bottoms will be surveyed through annual or cyclical surveys determined by historical need or event driven (e.g., after a major storm, the ice cover season, a grounding, a report of a navigation hazard, etc.) • Channel Bottom Monitoring Data will be issued within 48 hours of survey, or next working day when a weekend intervenes
• The CCG will issue NOTSHIP on hazardous situations (e.g., hazards in channel)	• NOTSHIP will be issued within 24 hours and identified hazards will be removed as soon as possible (when there is a high risk to navigation, radio notice is requested immediately, so mariners are informed in near-real time)
• Special assessment channel conditions are done based on identified need (e.g., significant change in usage, maintenance or incidents and accidents)	

• Dredging of the Canadian portions of the Great Lakes interconnecting Channels (St. Clair, Detroit and St. Mary's Rivers) • Dredging of the St. Lawrence River ship channel on a cost recovery basis • Operation and life cycle management of three ice booms and nine ice islands in Quebec (note 1) • Minor maintenance of 35 identified structures in the Maritimes, Quebec, Central & Arctic and Pacific Regions (note 1) • Operation and life-cycle management of the canal located at Canso Causeway, Nova Scotia (note 2) Note 1: All structures are being reviewed for potential divestiture Note 2: This level of service was not included in the 2004 version of the Level of Service document	• Dredging will be done to advertised depth and is done on a cost recovery basis unless it is required to meet international obligations • Navigation on the Canso Causeway will be open 24/7 from April 14, 7:30 a.m. (Atlantic Time), to 7:30 a.m. (Atlantic Time) on December 24

Program: Waterways management	
Service: Provision of water level forecasts	
Level of Service	**Service Standard**

• Water level forecast information will be issued for:
  • The St. Lawrence River
  • The St. Clair and Detroit Rivers
  • The Fraser River
  • The Mackenzie River
	• The forecasts will be available:
	  • Every Friday during the ice-free season for the St. Lawrence River
	  • Every Tuesday during the ice-free season for the St. Clair and Detroit Rivers
	  • Every Friday for the Fraser River
	  • Twice per week during the ice-free season for the Mackenzie River

ENVIRONMENTAL RESPONSE

Description:

- CCG is the lead federal agency for ship-source oil spill response that mitigates marine pollution and oil spills in Canadian waters, and other countries under international agreement

- Following the notification of a spill, CCG will monitor the effectiveness of the private sector response, assume control of the incident if necessary, or directly utilize CCG resources such as vessels and other specialized pollution countermeasures equipment that are held in reserve to either assist or respond to those spills when the polluter is unknown, unwilling or unable to respond

- Environmental Response Services contribute to decreased environmental, economic and public safety impacts of marine spills, increase awareness, and demonstrate due diligence by the Canadian and global marine community to mitigate the impact of pollution

Objectives:

- To minimize the environmental, economic and public safety impacts of marine pollution incidents

Services:

- Provision of environmental response personnel and capacities

- Monitoring, assessment, and response to reported cases of marine pollution

Program: Environmental response	
Service: Provision of environmental response personnel and capacities	
Level of Service	**Service Standard**
• Provision of the Federal Monitoring Officer and On-Scene Commander functions for the Government of Canada for marine pollution incidents • Provision of competent and qualified Environmental Response personnel as Pollution Response Officers appointed by the Minister of Fisheries and Oceans • Operational oversight and maintenance of the CCG National Marine Spills Contingency Plan and Regional Chapters, the Arctic Response Strategy • Operational oversight and maintenance of the Joint Marine Spills Contingency Plan and Regional \ District Annexes with the United States Coast Guard. Exercising of the Regional District Annexes on a bi-annual basis • Provision of the Canadian coordination of Joint Marine Pollution Contingency Plans with the United States, France, Denmark and the Russian Federation. Exercising of these plans as required • Operational oversight and maintenance of the National Response Team and activation as required • Maintenance of the Coast Guard as a centre of excellence in marine spill response through research and development, training, exercising, and national and international technical cooperation • Co-ordination of inter-departmental activities in support of a ship source or mystery spills	

Program: Environmental response	
Service: Monitoring, assessment, and response to reported cases of marine pollution	
Level of Service	**Service Standard**

• Provision of an initial response capacity for south of 60^0 north latitude:
  ○ For all reported cases of marine pollution
  ○ Where the polluter is identified, CCG ER will advise the polluter of its responsibilities under the *Canada Shipping Act* and once the polluter makes his intentions/plans known to the CCG and appoints an On-Scene Commander (OSC), the CCG will assume the role of Federal Monitoring Officer (FMO) and provide advice and guidance to the OSC as required
  ○ In the event that the polluter is unknown, unwilling or unable to fulfill their obligations, CCG will assume the role of OSC and ensure an appropriate response to the incident
  ○ Based on the polluter pay principle, CCG will administer the recovery of CCG response costs from the polluter, the Ship-Source Oil Pollution Fund (SOPF) and/or the International Oil Pollution Compensation Fund (IOPCF) in accordance with the *Marine Liability Act*
  ○ CCG will initiate and lead the post-incident follow-up process for all significant spill response actions, and follow up on the lessons learned	

• Provision of a primary response capacity north of 60^0 north latitude: ○ For all reported cases of marine pollution, CCG will assume the role of OSC and ensure an appropriate response to the incident • Response to mystery spills and ship-source spills in waters under Canadian jurisdiction • Response to requests for assistance from countries signatory to the International Convention on Oil Pollution Preparedness, Response and Cooperation (OPRC) and provision of the required spill response expertise and resources under the role of National Competent Authority	

ICEBREAKING

Description:

- The Icebreaking program of CCG provides icebreaking and related services to facilitate the informed, safe and timely movement of maritime traffic through and around ice-covered Canadian waters for the benefit of industry and communities

- This program activity includes escorting ships through ice-covered waters, freeing vessels beset in ice, conducting harbour breakouts, providing advice and ice information and reducing the risk of flooding on the St. Lawrence River through monitoring, prevention and breaking up of ice jams

- The Icebreaking program contributes to arctic sovereignty through the re-supply of northern communities, providing support to other government agencies and organizations in ice-infested waters, and a visible federal government marine presence in the Canadian North

Objectives:

- To facilitate the safe and timely movement of maritime traffic through and around ice-covered waters

- To minimize the effect of flooding caused by ice jams

- To assist in the re-supply of northern communities for which there are no commercial services

Services:

- Provision of information and advice to the marine community

- Provision of icebreaking services

Program: Icebreaking	
Service: Provision of information and advice to the marine community	
Level of Service	**Service Standard**
• Provision of ice charts, ice advisories, bulletins, briefings, etc., as well as routing advice through ice reconnaissance and liaison with the Canadian Ice Service for ice information, to support safe navigation around difficult areas of ice • Prevention of ice jam formation and flooding by the monitoring of ice conditions on the St. Lawrence River and the use of icebreakers • Assisting Transport Canada by activating Ice Control Zones in Eastern Canada and assisting with the Arctic Ice Regime Shipping System, by monitoring the Ice Regime Routing Messages and issuing an acknowledgement to the vessel if the planned route appears appropriate	• CCG Ice Operations Centres provide 24/7 services to mariners during the relevant areas as described in the Icebreaking service section • Ice charts and forecasts in operational areas of interest to CCG are provided daily and weekly. This information is produced in partnership with the Canadian Ice Service via a combination of fixed wing and helicopter reconnaissance, as well as satellite imagery

Program: Icebreaking	
Service: Provision of icebreaking services	
Level of Service	**Service Standard**
• Icebreaking for flood prevention in Southern Canada (see below for specific areas) • Track maintenance to allow shipping to transit without direct icebreaker support • Escorting vessels through ice-covered waters • Assisting beset vessels • Breakouts of commercial and fishing harbours • Re-supplying remote northern communities for which there are no commercial services • Supporting Arctic sovereignty in northern communities (see below for specific areas) Areas: • Southern Canada (Winter season - generally December to May): East Coast; Gulf of St. Lawrence and St. Lawrence River; Newfoundland and Labrador waters; Great Lakes • Northern Canada (Summer season - generally late June to late October): Canadian Arctic Archipelago and Hudson Bay	• Service dates for specific geographic areas are identified in the attached Annex A – Icebreaking Block Commitments • Target response times for icebreaker assistance are: o Labrador Coast – 8 hours o NE and East Coasts of Newfoundland – 8 hours o West Coast of Newfoundland – 12 hours o Gulf of St. Lawrence – 12 hours o St. Lawrence and Saguenay Rivers – 5 hours o Lakes Huron, Erie, Superior, Ontario – 8 hours o Arctic Waters – 10 hours o Fishing Harbour Breakouts – 24 hours • There are several variables that will affect the response times: o location of the vessel requiring assistance o ice and weather conditions o availability of an icebreaking resource o proximity of an icebreaker to the vessel (transit time) o capability of the assigned icebreaker • Applicable priorities: o all distress and emergency situations take precedence (eg., ice jams) o service requests from ferry services provided in accordance with the Terms of Confederation/Union will be given

	priority; other ferry services will receive priority as deemed appropriate by the CCG ○ ships with vulnerable cargoes (i.e. pollution potential, dangerous goods, perishable) and vessels transporting cargo that is vital to the survival of communities ○ marine traffic, fishing vessels and commercial ports ○ fishing harbour breakouts • There are limitations that may affect delivery of icebreaking services: ○ weather restrictions ○ severity of ice season ○ hydrographic and/or geographic restrictions ○ safety restrictions/conditions that would unduly endanger CCG crew, ships or equipment ○ availability of resources • Commercial harbour breakouts are assigned on an opportunity basis, in ports where no commercial alternatives are available • Fishing harbour breakouts are coordinated and scheduled for the end of the winter ice season • Ships are assigned on a dedicated basis for flood control operations between Quebec and Montreal, and can provide route assistance on an opportunity basis

MARINE COMMUNICATIONS AND TRAFFIC SERVICES

Description:

- The Marine Communications and Traffic Services (MCTS) program provides marine distress and safety communications, conducts vessel screenings, regulates vessel traffic movement, and provides information systems and public correspondence on a 24/7 basis

- Through the MCTS program, search and rescue responders have increased knowledge of persons or vessels in distress, mariners at risk have a greater chance of being detected, and CCG has enhanced information on vessel transit for maritime security domain awareness

- MCTS improves the safety of life at sea, the efficient movement of shipping in waterways, and the provision of essential information to mariners

Objectives:

- To contribute to safety of life at sea
- To contribute to safety and efficiency of navigation
- To contribute to the protection of the marine environment
- To support maritime domain awareness

Services:

- Provision of distress and safety communications
- Regulation of vessel traffic in selected Canadian waters
- Screening of vessels entering Canadian waters
- Provision of marine information in support of activities
- Provision of public correspondence

Program: Marine Communications and Traffic Services	
Service: Provision of distress and safety communications	
Level of Service	**Service Standard**
• Responses to calls for assistance from mariners as per the following coverage: • **VHF Band coverage:** a. West Coast – 95% of those waters within 40NM of the West Coast of Canada, including unobstructed bays, coves and inlets within line-of-sight from VHF radio facilities b. East Coast – 95% of Canadian waters within 40NM of the East Coast of Canada, as far north as *Nain (Labrador – 57N), and as far west on the St. Lawrence River as a straight line from Cap des Rosiers through Pointe de l'Ouest, Anticosti Island extending along the north shore, inlets within line-of-sight from VHF radio facilities * With the exception of the following areas of Newfoundland and Labrador: Rigolet, the eastern end of Lake Melville (54N to 55N), Black Tickle (52 30N to 53 30N) and White Bay (50N to 50 30N) c. St. Lawrence River – 95% of those waters from the entrance to the Seaway, the St. Lawrence River, including the Saguenay River up to but excluding Lac St-Jean, the Richelieu River up to the US border (seasonal basis) and as far seaward as a straight line drawn from Cap des Rosiers through Pointe de	• All distress, safety and calling channels, VHF/DSC, and HF/DSC alerting are continuously monitored • The operational availability of MCTS services (percentage of actual time that the required systems are operational compared to the total hours of authorized service) shall not be less than: o 99.7% for all systems related to providing Distress Safety Communications and Coordination. Examples include, but are not limited to, all international distress, safety and calling channels, SafetyNET service, VHF/DSC and HF/DSC alerting and response frequencies o 99.5% for each method of broadcast that requires a specific frequency. Examples include, but are not limited to, NAVTEX, Radiofacsimile and Continuous Marine Broadcast • 99% of calls are responded to within one minute

l'Ouest, Anticosti island, within line-of-sight from VHF radio facilities d. Great Lakes – 95% of the Canadian waters of the Great Lakes, including Georgian Bay e. Lake Winnipeg (seasonal basis) – 95% of those waters of Lake Winnipeg within a 40NM radius of Fraserwood, Jackhead, Beaver Creek and Long Point f. Lake Simcoe (seasonal basis) – 95% of those waters of Lake Simcoe within a 40NM radius of Orillia g. Arctic (seasonal basis) – 95% of those waters within a 40NM radius of Churchill, Iqaluit, Resolute Bay (Quasuittuk), Cambridge Bay, and Parson's Lake h. 95% of the waters of Great Slave Lake, within a 40NM radius of Enterprise and Yellowknife (seasonal basis) • **MF Band coverage:** a. West Coast – 98% of those waters within 150NM radius of Prince Rupert, Hunter Point and Amphitrite Point b. East Coast – 98% of those waters within 150NM radius of the East Coast of Canada, as far north as 60N including the Gulf of St. Lawrence c. Arctic (seasonal basis) – 98% of those waters within a 150NM radius of Iqaluit, Killinek, Coral Harbour, Resolute Bay (Quasuittuk), Churchill, Inuvik and Cambridge Bay	

• **HF Band coverage:** a. West Coast – Coverage is provided within an 800NM radius of the MCTS Centres at Tofino and Prince Rupert b. Arctic (seasonal basis) – Coverage is provided to the Arctic Ocean and Hudson Bay, within an 800NM radius of Iqaluit, Killinek, Coral Harbour, Resolute Bay (Quasuittuk), Churchill, Cambridge Bay and Inuvik and to the Mackenzie River from Hay River and Inuvik • MCTS Centres in certain parts of Canada are connected to the cellular telephone network system where cellular telephone users can, in an emergency situation, dial *16 or #16, depending on the service provider, to obtain assistance • Some MCTS Centres are provided with VHF Direction Finding (DF) equipment to provide vessels with bearings and distance from a DF facility. DF information is provided for use at the discretion of the user	
• Broadcasts to mariners to provide information such as weather bulletins, ice information, notices to shipping concerning the operational status of navigational aids and dangers to navigation • MCTS centres accept, free of charge, messages related to safety. Included are Automated Mutual Assistance Vessel Rescue System (AMVER) reports, radio medicals, weather observation report, dangers to navigation reports, Canadian pilotage messages	• Broadcasts issued on a continuous, scheduled and unscheduled basis. Information shall be broadcast within two minutes of receipt if it has a priority classification and within five minutes of receipt if there is no priority classification. In the case of Continuous Marine Broadcast (CMB), the update has been completed within 15 minutes of receipt
• Provision of marine safety information : ▪ Written NOTSHIPS ▪ *Radio Aids to Marine Navigation (RAMN) publication*	• Written NOTSHIPS are provided through regular mail for notices that remain in effect for an extended period of time not exceeding three months • CCG issues an annual edition of the *Radio Aids to Marine Navigation*

• Provision of a sail plan service for small craft operators unable to fill a sail plan with a responsible person. Sail plans may be filed by telephone, radio or in person	

Program: Marine Communications and Traffic Services	
Service: Regulation of vessel traffic in selected Canadian waters	
Level of Service	**Service Standard**
• Vessel movements are monitored in all Vessel Traffic Service (VTS) zones, through direct VHF radio communications. In some areas, VHF radio is supplemented by shore-based radar surveillance equipment, closed circuit television and /or visual sightings • Data is collected and analyzed and traffic and waterway information is provided via VHF radio and VTS monitoring sensors (radar/video camera) • Action is taken when appropriate to ensure a safe and orderly flow of marine traffic • Advice, recommendations and direction, including the delivery of clearances and, under certain conditions, restriction of traffic movements, are provided based on known traffic and waterway conditions • Navigational assistance service is provided at the request of the vessel, especially in difficult navigational or meteorological circumstances or in the event of defects or deficiencies • The following are the VTS zones established on the applicable waters of Canada where the federal government has justified the need: - St. John's - Placentia Bay - Port aux Basques - Strait of Belle Isle (voluntary) - Halifax - Strait of Canso and eastern approaches - Northumberland Strait	• The services are available 24 hours a day, 365 days a year • The operational availability of MCTS (percentage of actual time that the required systems are operational compared to the total hours of authorized service) shall not be less than: ○ 99.7% for all systems related to collecting and providing VTS. Examples include, but are not limited to, radiotelephony in the VHF band and radar

- Bay of Fundy - St. Lawrence Waterway - Vancouver - Tofino - Prince Rupert • Ships are to make mandatory reports and continuous listening watch in these zones, as per the Vessel Traffic Services Zones Regulations • The Sarnia VTS zone is not covered by the VTS Zones Regulations; however, within the St. Clair and Detroit Rivers, the St. Clair and Detroit River Safety Navigation Regulations apply. These regulations require all ships in Canadian waters and all Canadian ships in United States waters to make radio reports and monitor the designated VTS frequency. Regulating services, on a voluntary basis, are also provided outside of, but adjacent to the above stated VTS zones, to the extent that surveillance equipment permits • The CCG has established a voluntary VTS Zone in the Strait of Belle Isle, Newfoundland • The Mackenzie River Marine Safety Advisory System is provided from Inuvik MCTS. Danger areas have been designated and reporting procedures have been established for vessels transiting the river from mile 0 to mile 1081 and for vessels entering or leaving restricted channels	

Program: Marine Communications and Traffic Services	
Service: Screening of vessels entering Canadian waters	
Level of Service	**Service Standard**
• Screening and issuance of traffic clearance : ○ On a mandatory basis for all ships, where the ship is of 500 tons gross tonnage or more, is engaged in towing or pushing another vessel, where the combined tonnage of tug and tow is 500 tons gross tonnage or more, or is a ship of any tonnage engaged in the carriage of dangerous or pollutant cargo as prescribed in specific Regulations in the following zones: ▪ Eastern Canada Vessel Traffic Services Zone (ECAREG): Canadian waters below 60N and east of 66W, except the waters within Ungava Bay and the waters within the VTS zones as per the VTS Zone Regulations. (ECAREG desks are located at St. John's, Halifax and, Rivière-au-Renard MCTS) • Western Canada: Includes all Canadian waters on the West Coast of Canada as described in the VTS Zone Regulations, and Canada/US Co-operative Vessel Traffic Service (CVTS) Agreement: Canada and the US provide a co-operative system of VTS in the waters defined in the CVTS Agreement as waters on the southern coasts of BC and the northern coasts of the State of Washington that are	• The service is available 24 hours a day, 365 days a year • A traffic clearance shall be issued as soon as practicable after a report is received from a vessel • Monitoring vessels in transit in Canadian waters. Searches are initiated when vessels fail to report as expected

bounded: (1) in the waters through which the international boundary runs, (a) on the north, by the 49°N, and (b) on the south and east, by a thumb line joining Point Partridge (Whidbey Island) and McCurdy Point (Quimper Peninsula); and (2) in the waters to seaward (a) on the northwest, by the 48 35 45N, (b) on the southwest, by the 48 23 30N, and (c) on the west, by the rhumb line joining 48 35 45N 124 47 30W with 48 23 30N 124 48 37W ○ On a voluntary basis for the Arctic Canada Traffic System apply to every ship 300 tons, gross tonnage or more, in the following zone: ▪ The Arctic Canada Traffic Zone (NORDREG) (voluntary): Those waters of Ungava Bay, Hudson Bay and James Bay south of 60N and the waters to which the Arctic Waters Pollution Prevention Act applies. The Arctic Canada Traffic zone excludes Mackenzie Bay and Kugmallit Bay south of 70N and east of 139W. (NORDREG Canada is located at Iqaluit MCTS and transferred to St. John's MCTS at Iqaluit's closure (seasonal operation))	

Program: Marine Communications and Traffic Services	
Service: Provision of marine information in support of activities	
Level of Service	**Service Standard**
• Provision of pertinent marine information in support of activities of other government departments, agencies and marine industry and programs residing elsewhere within DFO when vessels are in these applicable waters: ○ Where the federal government has accepted responsibility for providing VTS, especially throughout all the high level VTS Zones and offshore VTS zones identified across Canada (ECAREG/VTS Offshore/NORDREG) ○ Where the federal government has accepted responsibility for providing marine information	
• Notices to Fishers (NOTFISH) broadcasts that provide information to fishers on openings, closings and changes to regulated fishing activities in designated fishing zones	• Broadcasts issued on a continuous, scheduled and unscheduled basis

Program: Marine Communications and Traffic Services	
Service: Provision of public correspondence	
Level of Service	**Service Standard**
• As demand dictates and in limited areas*, provision of radiotelephone calls to enable communication domestically and internationally with vessels at sea and land-based customers via VHF, HF and MF * Areas excluded are the Pacific Region and, in the Quebec Region, at the MCTS centres in Montreal and Quebec	• The operational availability shall not be less than 99% for the public correspondence service in each of the VHF, MF and HF bands • Queue length shall be such that the associated waiting period shall not exceed 30 minutes, 97% of the time

SEARCH AND RESCUE

Description:

- The federal Search and Rescue (SAR) Program, led by the Minister of National Defence, is a co-operative effort by federal, provincial, and municipal governments

- CCG's SAR program leads, delivers, and maintains preparedness for the 5.3 million square kilometer maritime component of the federal SAR system, in conjunction with its partner, the Canadian Coast Guard Auxiliary

- Through distress monitoring, communication, and search and rescue activities, the CCG SAR program improves the likelihood of rescue of people caught in dangerous on-water situations

Objectives:

- To support the search for, and the provision of aid to, persons, ships or other craft that are, or are feared to be, in distress or in imminent distress

Service:

- Provision of search and rescue services to mariners and to others in need of humanitarian aid

Program: Search and Rescue	
Service: Provision of search and rescue services to mariners and to others in need of humanitarian aid	
Level of Service	**Service Standard**
• Co-ordination of search and rescue missions in the area of CCG SAR responsibilities. This service includes the investigation and assessment of all maritime SAR alerts/incidents and execution of the duties of SAR Mission Co-ordinator as required by international standards. International agreements are also developed with the UK, US, France and other countries to contribute to a seamless global SAR system • Provision of search and rescue preparedness and response services (*) in the areas of CCG SAR responsibilities. This service includes: o Search and Rescue Units (SRU) capacity o The services of the Canadian Coast Guard Auxiliary (an organization of volunteers) * The federal government and its agents will not compete with commercial or private interests to provide assistance to vessels disabled and not in distress • The areas of CCG SAR responsibility include the following: o Part of the surrounding Atlantic, Arctic, and Pacific oceans as defined in international conventions and agreements.	• Internationally and nationally established standards are adopted in whole or in part as appropriate rather than developing our own (i.e. the CCG uses the International Aeronautical and Maritime SAR manual) • Search and rescue mission co-ordination services are provided 24 hours a day, 365 days a year • All maritime SAR alerts/incidents will be investigated and assessed • Search and rescue preparedness and responses services are provided on a risk basis during the normal local navigation seasons: o Search and Rescue Units (SRU) will depart on a SAR tasking for distress or potential distress SAR cases within 30 minutes or less in 99% of all taskings o Inshore Rescue Boat (IRB) SRUs will respond within 30 minutes or less during their on-duty time in 99% of all taskings o The remainder of the CCG fleet (vessels and aircraft as appropriate) will respond to SAR taskings as required and appropriate, while on operational status at sea or in port on one hour notice

- Lake Melville, the Gulf of St. Lawrence, the St. Lawrence River, and the Canadian area of the Great Lakes and their connecting waterways. Specific limits to clarify this area of responsibility are:
  - the Saint John River, New Brunswick from seaward to the bridge in Fredericton at position 45° 55'N 066° 35'W
  - the Miramichi River from seaward to the bridge at position 47° 01'N 065° 01'W
  - the Ottawa River from Montréal northwesterly to longitude 074° 24'W
  - the Fraser River from seaward to longitude 122° 44'W and
  - the Skeena River from seaward to longitude 129° 55'W
  - the Saguenay River up to longitude 071°05'W (Chicoutimi)
  - the Richelieu River up to the Canada/US boundary

- The area generally does not include adjoining tributaries, waters, and rivers to this area and does not include any internal waters of Canada

- Services are provided on an as-available basis and in accordance with various Memoranda of Understanding in support of SAR missions in foreign SAR regions, usually adjacent to the Canadian area (i.e. U.S. areas of the Great Lakes)

- The following categories of incidents represent the variation of conditions that influence the capabilities and capacities required of SAR resources to maintain SAR service standards. Performance is measured as the percentage of lives saved out of the total number of lives at risk. (Number of lives saved ÷ number of lives at risk × 100 = performance expressed as a percentage).

<u>Conventional Incident (A) – 90%:</u>

- An incident where the following elements exist:
  a. The incident takes place where a resource is able to respond within a short period of time. This implies that early notification is received by the SAR system and that a responding resource is in the area;
  b. The timely detection and location of the search object by the responding resource when on scene;
  c. The environmental conditions (e.g. visibility, wind speed, sea state, etc.) have little impact on the successful resolution of the incident;
  d. The hydrographic and geographic conditions (e.g. depth of water, presence of surf lines, reefs and sandbars etc.) have little impact on the successful resolution of the incident; or
  e. The responding resource has the necessary capability and capacity to effectively resolve the incident. This means, for example, that the responding resource is able to operate within the existing environmental conditions in transit to and on scene of the incident.

<u>Moderately Difficult Incident (Category B) – 75%:</u>

- An incident where a significant number of the following conditions apply:

	a. The incident takes place where a resource is able to respond within a reasonable amount of time. This implies that there is some delay in notification of the SAR system and/or the responding resource must transit some distance; b. The detection and location of the search object requires some capability, using standard search techniques and equipment, by the responding resource once in the search area; c. The environmental conditions (e.g. visibility, wind speed, sea state etc.) may present moderate difficulty for successfully resolving the incident; d. The hydrographic and geographic conditions (e.g. depth of water, presence of surf lines, reefs and sandbars etc.) may present moderate difficulty for successfully resolving the incident; or e. The responding resource has the necessary capability and capacity to effectively resolve the incident. This means, for example, that the responding resource is able to transfer and accommodate large numbers of survivors from an incident in moderate sea conditions <u>Difficult Incident (Category C) – 50%:</u> • An incident where a significant number of the following conditions apply: a. The incident takes place where a resource cannot respond until a significant amount of time has lapsed. This implies that there has been significant delay in notification of the SAR system and/or the responding capable resource must transit for an extended period of time to arrive on scene; b. The detection and location of the search object requires an extensive searching capability and standard or modified search techniques with specialized equipment once the responding resource is in the search area. The determination of a search

	datum is often difficult and requires an ongoing evaluation of conditions to update it; c. The environmental conditions (e.g. visibility, wind speed, sea state, etc.) may present significant difficulty for successfully resolving the incident; d. The hydrographic and geographic conditions (e.g. depth of water, presence of surf lines, reef and sandbars, etc.) may present significant difficulty for successfully resolving the incident; or e. The responding resource has the necessary capability and capacity to effectively resolve the incident. This means, for example, that the responding resource is able to evacuate, treat and accommodate large numbers of survivors from a situation in severe sea and weather conditions.

Annex A - Icebreaking Services Block Commitments

A block commitment is a requirement for a CCG icebreaking service by an identified client or client group in a specific geographic area and in a defined time period. The table below indicates the vessel type normally required to provide the icebreaking services in that area; it does not reflect the actual type or number of icebreakers required or available for service.

Arctic

#	Area	Description	Period dd/mm	Icebreaker Type
A01	Hudson Bay	Hudson Bay and CASPR Zones 16 & 14	03/07 - 24/10	Arctic Icebreaker
A02	Foxe Basin	CASPR Zone 8 excluding Fury & Hecla Strait	20/08 - 15/09	Arctic Icebreaker
A03	Hudson Strait	CASPR Zone 15 including Ungava Bay	03/07 - 24/10	Arctic Icebreaker
A04	East Baffin	CASPR Zones 10 & 9	14/08 - 18/09	Arctic Icebreaker
A05	Parry Channel East	CASPR Zone 13 & Wellington Channel to Penny Strait	10/08 - 15/10	Arctic Icebreaker
A06	Parry Channel West	CASPR Zone 2, Peel Sound, Franklin Strait, Byam Martin Channel north to Cameron Is. & all of M'Clure Strait	10/08 - 15/10	Heavy Arctic Icebreaker
A07	Pelly	CASPR Zone 5, Gulf of Boothia, Prince Regent Inlet, Fury & Hecla Strait & Bellot Strait	12/08 - 13/10	Heavy Arctic Icebreaker
A08	Ellesmere	CASPR Zone 3, Jones Sound, the Lincoln Sea & approaches to Alert	24/08 - 05/09	Heavy Arctic Icebreaker
A09	Victoria	CASPR Zones 7 & 11	12/08 - 13/10	Arctic Icebreaker, Light Icebreaker
A10	Beaufort	CASPR Zones 12 & 4 west to Canada/US border	10/07 - 06/10	Arctic Icebreaker, Light Icebreaker
A11	Barrow	Canada/US border west to Icy Cape, Alaska	10/07 - 06/10	Heavy Arctic Icebreaker, Light Icebreaker
A12	West Greenland	East Baffin Bay, Disko Island to Arctic Circle at CASPR Zone 10 limits	05/07 - 15/08	Arctic Icebreaker

East Coast, Gulf and St. Lawrence River

#	Area	Description	Period dd/mm	Icebreaker Type
N01	Northern Labrador	Cape Chidley to Cape Makkovik	15/10 - 15/12 15/05 - 15/07	Light Icebreaker
N02	Central Labrador	Cape Makkovik to Cape North	15/10 - 15/12 15/05 - 15/07	Light Icebreaker Arctic Icebreaker
N03	Southern Labrador	Cape North to Forteau	15/12 - 07/01 15/05 - 15/07	Light Icebreaker
N04	NE Coast Newfoundland	Cape Bauld to Cape Freels	01/01 - 01/06	Light Icebreaker
N05	East Coast Newfoundland	Cape Freels to Cape St. Francis	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N06	South Coast Newfoundland	Cape St. Francis to Cape St. Mary's	01/04 - 01/05	Light Icebreaker
N07	Placentia Bay	Cape St. Mary's to Lamaline	01/04 - 01/05	Light Icebreaker
N08	Southwest Coast Newfoundland	Lamaline to Havre Margaree	15/02 - 15/05	Light Icebreaker
N09	West Coast Newfoundland (south)	Fox Roost to South Head	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N10	West Coast Newfoundland (north)	South Head to St. Barb's	15/02 - 15/05	Light Icebreaker
N11	Offshore Atlantic (northern portion)	Area north of 51°N between 60 & 200 miles offshore	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
N12	Offshore Atlantic (southern portion)	Area south of 51°N between 60 & 200 miles offshore	15/02 - 15/05	Light Icebreaker, Arctic Icebreaker
M01	Chaleur Bay (south)	Dalhousie to Birch Pt. (southern portion)	21/12 - 15/04	Light Icebreaker, Arctic Icebreaker
M02	Southwest Gulf	Birch Pt. to Pt. Escouminac to North Pt. to border	01/01 - 10/06	Light Icebreaker, Arctic Icebreaker
M03	West Central Gulf	North Pt. to East Pt. and area north of P.E.I.	07/01 - 28/03	Light Icebreaker, Arctic Icebreaker
M04	Miramichi	Miramichi River	01/01 - 07/04	Light Icebreaker
M05	Northumberland Strait (west)	Northumberland Strait from Pt. Escouminac to Charlottetown	01/01 - 26/04	Light Icebreaker, Arctic Icebreaker

M06	Northumberland Strait (east)	Northumberland Strait from Charlottetown to C. North	18/01 - 26/04	Light Icebreaker, Arctic Icebreaker
M07	Sydney	Scatarie Is. to 46°N 58° 40'W to Cape North	28/01 - 29/04	Light Icebreaker, Arctic Icebreaker
M08	Cape Breton, South Coast	Cape Canso to 45°N 60°W to 46°N 58°40'W to Scatarie Is.	22/01 - 20/04	Light Icebreaker
M09	Southwest Coast Nova Scotia	West of C. Canso inc. Bay of Fundy	22/01 - 20/04	Light Icebreaker
L01	Lac St-Louis	St-Lambert to Beauharnois canal incl. south channel	15/12 - 31/12 20/03 - 02/04	ACV, Light Icebreaker, Arctic Icebreaker
L02	Trois-Rivières	Grondines to St-Lambert (Montreal)	15/12 - 31/03	ACV, Light Icebreaker, Arctic Icebreaker
L03	Québec	Ile Blanche to Grondines	15/12 - 31/03	Light Icebreaker, Arctic Icebreaker
L04	Saguenay	Bic to Ile Blanche including the Saguenay	21/12 - 31/03	Light Icebreaker, Arctic Icebreaker
L05	Sept-Îles	66°W to Bic	21/12 - 15/04	Light Icebreaker, Arctic Icebreaker
L06	Anticosti South	From 66°W to Pte à la Renommée to 47°38'N 60°35'W to 48°40'N 60°00'W to 49°52'N 64°31'W to 50°18'N 64°31'W to 48°40'N 60°00'W to 49°52'N 64°31'W to 50°18'N 64°31'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L07	Anticosti North	From 50°18'N 64°13'W to 49°52'N 64°31'W to 48°40'N 60°00'W to 49°46'N 59°35'W to 50°18'N 64°13'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L08	Lower North Shore	From 50°18'N 64°13'W to 49°46'N 59°35'W to 51°11.8'N 57°07.5'W to Québec/ Labrador border	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker
L09	Îles-de-la-Madeleine	From 48°13'14"N 63°47'33"W along the regional boundary to 47°38'N 60°35'W to 48°15'N 62°17'W to 48°13'14"N 63°47'33"W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker

L10	Gaspé/ Chaleurs	From the Restigouche River eastwards to 48°13'14"N 64°25'22"W to 48°15'N 62°17'W to 49°00'N 64°24'W	01/01 - 15/04	Light Icebreaker, Arctic Icebreaker, ACV
L11	Les Rivières	Lac St-Louis, Rivière Châteauguay, Rivière des Prairies, Rivière des Milles-Iles, Rivière L'Assomption, Lac St-Pierre, Rivière Maskinongé, Rivière-du-Loup, Rivière Yamaska, Rivière St-François, Rivière Nicolet, Pont de Trois-Rivières, Rivière de Bécancour, Rivière Batiscan	01/01 - 05/04	ACV

Great Lakes

#	Area	Description	Period dd/mm	Icebreaker Type
C01	Lake Ontario to Beauharnois	Upper Beauharnois Lock to Bay of Quinte	20/03 - 15/04	Light Icebreaker
C02	Lake Erie East	Eastern Lake Erie - Port Colborne/Buffalo westward to Port Stanley	21/12 - 15/04	Light Icebreaker
C03	Lake Erie West	Port Stanley to Sarnia, including Pelee Passage, Detroit River and St. Clair River	21/12 - 15/04	Light Icebreaker
C04	Lake Huron	Goderich Harbour, Sarnia, Lake Huron	21/12 - 15/04	Light Icebreaker
C05	Georgian Bay	Georgian Bay, North Channel of Lake Huron	21/12 - 15/04	Light Icebreaker
C06	St. Mary's River	St. Mary's River, Detour Reefs to Gros Cap Lt.	21/03 - 15/04	Light Icebreaker
C07	Lake Superior	All of Lake Superior excluding Thunder Bay and Duluth Harbours	21/12 - 15/01 21/03 - 15/04	Light Icebreaker
C08	Thunder Bay	Thunder Bay Harbour	21/12 - 15/01 21/03 - 15/04	Light Icebreaker
C09	Lake Superior West	Duluth Harbour	21/03 - 15/04	Light Icebreaker